

Quarterly Customer Service Performance Results
Quarter Ending March 31, 2011

FedLoan Servicing (PHEAA), Great Lakes, Nelnet, and Sallie Mae

Attachment to May 2011 Electronic Announcement
(Updated June 2, 2011)

MARCH SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.30%	1.38%	1.66%	1.21%
2	Defaulted Borrower Amount	0.85%	0.80%	0.97%	0.65%
3	Borrower Survey	74.00	73.67	73.67	73.67
4	School Survey	73.33	70.67	71.00	63.00
5	Federal Personnel Survey	68.00	72.00	69.00	67.00